

HANOVER LOCAL HUMAN RIGHTS COMMITTEE MINUTES

DATE: March 6th, 2012

PRESENT: **Committee Members:** Taneika Goldman, Eddie Barlow, Lynn Goodale, Shahneese Wright-Hall

Committee Member absent: Olusola Akinkuade, Sharon Taylor

Human Rights Manager: Beverly Garnes, DBHDS (absent)

Affiliate Members: Nicelle Cooper, Ascending Dove Residential
Lena Oliver, Bethel Residential Home
Dyann Wynn, Creative Family Solutions
Sandy Hodges, Destiny Services, Inc
Terecco Greenhow, Dimension Youth Services
Jennifer Fidura, Fidura & Associates
Diane Dillard, Hanover Adult Center
Susan Cunningham, Hanover Community Services
Pam Jones, Key Support Services
Stanley Cousins, the Lamono Agency
Charletta Darville, Life Changing Services
Elmira King, Milestone Counseling Services
Barbara Riggins, Riggins Residential
Transitions Day Support Services
A Leavelle Cox, VELDOT Residential Services
Crystal Burgess, Virginia Baptist Children's Home
Gerry Desrosiers, Wall Residences

Affiliate Members

Absent: Community Counseling Group, Inc
Curtis, Comprehensive Counseling Group
Tyron Hilton, Envision Solutions
Heart Felt Family Services
Mental Health Experience Support Services
Pathways to Success
Step 'N Up
Katie VanAranm, Virginia Supportive Housing
Lawrence Gunn, Youth Counseling Services

WELCOME: Taneika Goldman called the meeting to order and welcomed all attending.

AGENDA ITEMS:

- I. Approval of Minutes:** The minutes from the December 6th meeting were approved subject to corrections that are made by secretary.
 - **Changes are as follows:**
 - Hanover Community Services had 1 complaint related to restrictions on everyday freedom in the Day program, not 2.
- II. OFFICE OF HUMAN RIGHTS/COMMITTEE UPDATES & ANNOUNCEMENTS:**
 - 2 vacancies on the state LHRC committee
 - Sharon Taylor's last meeting will be June 5, 2012
 - Interview held for this position today
 - Provider expectations effective July 2009
 - Will be reporting to licensure for noncompliance from here forth
 - Annual reports due on the calendar year
 - Reports are due two weeks prior to LHRC meetings
 - Remember – no names on reports & incident reports are not necessary

- Please place a 0 in all blank areas on reports

III. **Affiliate Quarterly Reports:**

- a. **Ascending Dove Residential Care:** 7 allegations of abuse & neglect. 3 peer to peer, 4 restraints. 7 complaints.

#1 – Restraint – 11/1/11 – During a van ride client became enraged, began cursing and threatening other participants & counselors. Client did not respond to de-escalation attempts & proceeded to throw objects while van was in motion. Driver was hit with 2 objects. Client continued to escalate and hit another program participant on the van. At that point, client was restrained to prevent further altercations. Client attempted to bite the counselor performing restraint and continued verbal aggression until arriving home. No abuse.

#2 – Restraint - 11/8/11 – Client became upset when he had to stop an activity to eat dinner. Client began to curse & throw objects within reach (including chairs). Client did not calm down & was restrained to protect himself and other program participants. No abuse.

#3 – Restraints – 11/30/11 – Client was on van going home & began cursing, making threats to other clients, & throwing things. Client continued to pursue other clients & knocked glasses off another a counselor as he was trying to hit clients on front row of van. Client did not respond to verbal redirection. Van was pulled over to minimize risk & injury to others. Client continued to escalate & was restrained to regain sense of calm. Client ran away from counselor, hit mail boxes, cursed & screamed through neighborhood. Police were called & provided verbal counseling to all children on the van.

#4 – Peer to peer – 12/8/11 – Pilgrim Journey Baptist Church – During a team building activity client 1 began to scream, curse at, & verbally attack client 2. Staff intervened & as they were verbally de-escalating client 2 approached client 1 & stated he did not like the way he was talking to him. Client 1 hit client 2 on his face. Client separated to prevent a fight.

#5 – Peer to peer – 12/8/11 – Client 1 was seated on the back row of the van next to client 2. Client 1 was being verbally aggressive to staff, not responding to verbal redirection. Client 1 was bouncing up & down on the seat, playing aggressively with client 2, his neighbor. As a result of the physical playing around & contact client 1 pushed client 2's face into the side of the van. Counselor rearranged seating to keep events from escalating

#6 – Restraints – 12/19/11 – Client became upset when he was redirected to complete his group activity before choice period. Client began to curse at counselor & director, turning over chairs, throwing items, kicking doors, water fountain, & throwing literature around. Client was given space & verbally redirected to calm down & explain why he was upset. He used vulgar language, continued to escalate, throw chairs, & kick items. Client was held using crisis wave and encouraged to calm down. Client screamed, tried to bite director & asked to be let go. Client was let go, walked towards door, & counselor followed. Client ran from counselor & later returned to program site. Guardian was notified & director was informed client had not received medication. Client continued behavior until guardian arrived with medication. Client remained at program & straightened up the area he had earlier disturbed. Police were notified of missing client and director searched for client in neighborhood.

#7 – Peer to peer – 12/21/11 – Client 1 was involved in a group activity & was upset he lost a round. To prevent altercation, counselors verbally prompted client to move away from the current area. As client 1 was being redirected, client 1 hit client 2 in the face without provocation. Client 2 remained calm; client 1 received verbal counseling and later apologized.

➤ Reported 2011 annual

- b. **Bethel Residential Home:** 0 allegations of abuse & neglect. 0 complaints. Third group home opened @ 7805 Pleasant Pond Ln. Chesterfield, VA 23831.

➤ Reported 2011 annual

- c. **Community Counseling Group, Inc.:** Absent, no quarterly or annual report received.

- d. **Comprehensive Counseling Group, LLC:** Absent, no quarterly or annual report received.

- e. **Creative Family Solutions:** 0 allegations of abuse & neglect. 0 complaints.

- Reported 2011 annual
- f. **Destiny Services:** 0 allegations of abuse & neglect. 0 complaints. No annual report received.
 - Additional programs:
 - Mental Health Supports & Psychosocial
 - Accepted by:
 1. Shahneese Wright-Hall
 2. Eddie Barlow
- g. **Dimension Youth Services:** To turn in quarterly.
 - Reported 2011 annual
- h. **Envision Solutions:** Absent, no quarterly or annual report received.
- i. **Fidura & Associates, Inc.:** 0 allegations of abuse & neglect. 0 complaints.
 - Reported 2011 annual
- j. **Hanover Adult Center:** 0 allegations of abuse & neglect. 0 complaints. Acting Director is Diana Dillard.
- k. **Hanover Community Services:** 0 allegations of abuse & neglect. 2 complaints. Acting Director is Ivy Sager.

#1 – Participating in decision making – 9/21/11 – Crisis on call staff called in by hospital to complete assessment to determine if individual met criteria for involuntary admission to psychiatric facility. Staff determined criteria were met and TDO was issued by magistrate. Individual transported to Poplar Springs Hospital by Hanover County Sheriff's Deputy and after a Commitment Hearing was committed to inpatient treatment involuntarily for up to 7 days. Subsequently, upon discharge individual made a human rights complaint directly to the Regional Advocate alleging they were not provided an opportunity to admit themselves to the treatment on a voluntary basis. Further investigation revealed TDO was not a violation of client rights.

#2 – Confidentiality – Review of email correspondence revealed an HCCSB staff had made unauthorized disclosures concerning former client to a third party. Third party was never involved in the treatment of the client, & enough information was disclosed that the third party was able to identify the individual under discussion as a client of NCCSB. Breach of the client's confidentiality & violation of both HIPAA & client's right to confidential communication. As a result, HCCSB implemented appropriate personnel action with staff involved. Also reported to Health & Human Services as a breach of HIPAA.
- l. **Heart Felt Family Services:** Absent, no quarterly or annual report received
- m. **Key Support Services, LLC:** 0 allegations of abuse & neglect. 0 complaints.
- n. **The Lamano Agency:** 0 allegations of abuse & neglect. 0 complaints. May be moving to Henrico LHRC.
- o. **Life Changing Services, LLC:** 0 allegations of abuse & neglect. 0 complaints.
- p. **Mental Health Experience Supportive Services:** Absent, no quarterly or annual report received.
- q. **Milestone Counseling Services, LLC:** 0 allegations of abuse & neglect. 0 complaints.
- r. **Pathways To Success, LLC:** Absent, no quarterly or annual report received.
- s. **Riggins Residential:** Quarterly given verbally. 1 allegation of verbal abuse. 0 complaints.

#1 – Staff member inappropriate with client while in community; staff person terminated.
- t. **Step 'N Up:** Absent, no quarterly or annual report received.

u. Transitions Day Support Services: 0 allegations of abuse & neglect. 0 complaints.

➤ Reported 2010 annual

v. VELDOT Residential Services: 0 allegations of abuse & neglect. 0 complaints.

w. Virginia Baptist Children's Home & Family Services – DDM: 1 allegation of abuse – peer to peer. 0 complaints.

#1 – Peer to peer – 10/17/11 – Staff was driving resident's home after outing. Resident 1 started calling staff's name over & over. Resident 2 yelled at resident 1 to "shut up". Resident 1 did not comply, resident 2 hit resident 1 in the back of the head. Staff redirected resident 2 and checked resident 1 for injuries. The next day resident 2 apologized. No staff neglect or injuries sustained.

x. Virginia Supportive Housing: 0 allegations of abuse & neglect. 0 complaints. Quarterly report received 3/9/12. No annual report received.

y. WALL Residences LLC: Rebecca Shifflet no longer with program, Kim Snider to take her place. No quarterly or annual report received.

➤ Mr. Desrosiers did not have knowledge of quarterly or annual reporting information. He will relay the concern of the committee to Jack Wall/Kamala Bauers, who also signed the cooperative agreement. Concerns of the committee are lack of ability to handle Human Rights tasks and lack of reassignment of Human Rights responsibilities.

z. Youth Counseling Services: Absent, no quarterly or annual report received.

➤ Quarterly reports accepted by:

1. Eddie Barlow
2. Shahneese Wright-Hall

NEW BUSINESS:

➤ N/A

NEXT MEETING: June 5, 2012 at 5:00 p.m. in the DSS Meeting Room

ADJOURNMENT: MEETING ADJOURNED

Respectfully submitted by:

Stacy Jaciuk